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MORE THAN JUST PRETTY FACES

Amal air crew have experience in taking care of haj pilgrims' comfort, always ready to face any emergency



AZURA
ABAS

MAKKAH

THE air crew tasked to look after the comfort of Malaysian pilgrims are a force to be reckoned with. They are more than just pretty faces serving passengers with meals and offering blankets to those who need them.

"Aside from calming those who are ner-

vous about flying, we are equipped with basic medical knowledge. We go for courses frequently to get certification.

"Quite a number of the pilgrims are elderly and sometimes they have health issues, which we may have to handle," said stewardess Norlinda Mohd Noor, who is with Amal, a wholly-owned subsidiary of



Stewardess Norlinda Mohd Noor attending to Malaysian haj pilgrims. (PHOTO COURTESY OF MALAYSIA AVIATION GROUP)

Malaysia Aviation Group, in collaboration with Malaysia Airlines.

Based on its website, Amal offers scheduled and chartered services to Jeddah and Madinah from Kuala Lumpur on board its Airbus A380 and A330 aircraft.

Norlinda has 25 years of experience in the airline services industry and is always ready to face any emergency.

"Usually, we will see a lot of passengers with coughs, especially once they are on their way home after their pilgrimage.

"We are ready to deal with such cases, including suggesting home remedies. I have discovered that drinking warm water mixed with Hacks sweets works to ease the cough to some degree."

Norlinda shared some of the lighter mo-

ments she's experienced dealing with first-time flyers.

"Some thought the reading lamp is a microphone and talked to it, requesting for hot drinks. I never wanted to embarrass them, so I played along and also talked to the reading lamp, telling them that their hot drinks are on the way."

Her line of work, said Norlinda, was a rewarding one as there had been many times when pilgrims whom she served on the way to the Holy Land and happened to be on the same flight home told her that they had prayed for her wellbeing.

"I am always touched that they could remember my name and that they included me in their prayers in front of the Kaabah."